

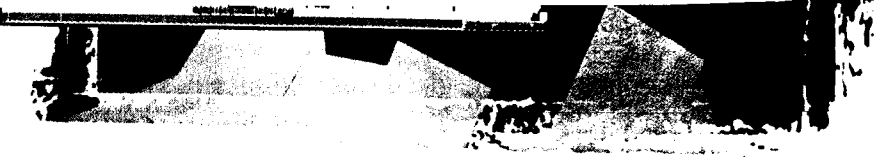
with the Internet, giving any customer with a PC access to approximately 12 million scanned documents. Despite some initial software constraints that limit who can use the service, approximately 300 people are viewing documents on a daily basis.

For Barbara Frerichs, project leader for the Web site service, that's 300 fewer people per day making their way into the cramped recorder's office in downtown Phoenix. "It's standing room only down here," said Frerichs. "A lot of times customers have to wait to use one of the 10 PCs we have available for the public to view documents."

With little office space available

stripped out and a watermark that says "Unofficial Document." The watermark is used to stop customers from printing and using the Web images as legal documents. County law requires the recorder's office to produce all copies of official land records and to charge \$1 for each copy.

But the watermark hasn't slowed down use of the Web site. According to Frerich, Internet customers are retrieving the documents for informational purposes. "A lot of people do business with the information we file here," she explained. "Some of our customers are businesses that want to sell a service or product, such as water



access the service, not to mention an adequate amount of RAM (Random Access Memory). Also needed is Microsoft's browser — Internet Explorer — and FileNet's viewer, both of which are available free for downloading at the site. That leaves Macintosh owners and users of Netscape's Navigator out in the cold. According to Frerich, software constraints at the time forced them to build the application with these limitations. However, she hopes to change the situation in

tant to consider the total application — from document size to number of users — when building an Internet application.

But as Frerich pointed out, they had no idea how many people would use the Web site. "No one had ever done this before. We just picked a number off the top of our heads. It wasn't enough because this is a very busy site."

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